

<p style="text-align: center;">CITY OF BEAVERTON Supervising Communications Analyst</p>

General Summary

Responsible for coordination and participation in the analysis, development and implementation of strategic information and communication plans, which will improve network management and operational flow. Supervise Computer Services staff. Serve as Information Services Manager in his/her absence

Key Distinguishing Duties

Overall responsibility for Computer Services operations and supervising the Computer Services staff.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Supervise Computer Services section operations. Develop, review, approve and implement section work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the Information Systems division management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Supervise staff to ensure City goals and objectives are met. Schedule, assign and review work. Make recommendations for hiring decisions. Provide opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and City policy.
3. Prepare, recommend and monitor budget for section. Provide explanation for variances.
4. Analyze and design network and communications systems for the transfer of data, voice, image, and video information and make recommendations for the redesign of these systems to ensure rapid and integrated communication systems at central and remote sites.
5. Review trends in communications systems and help develop strategic plans to protect current information technology investment into the future.
6. Monitor network performance to ensure efficient delivery of information systems to all staff.
7. Provide assistance to all staff for any technical information systems issues.

8. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
9. Produce an acceptable quantity and quality of work that is completed within established timelines.
10. Provide direction and assist Information Services Manager to set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
11. Represent the Information Systems Division and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
12. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
13. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and general public.
14. Participate in the City Emergency Management program including classes, training sessions and emergency events.
15. Follow standards as outlined in the Employee Handbook.
16. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

Other Functions

1. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
2. Serve as backup to Information Services Manager as assigned.
3. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of LANS, WANS and internet-working both in internal and external networks.
- ◆ Advanced knowledge of electronic mail systems.
- ◆ Working knowledge of database administration.
- ◆ Working knowledge of structured cabling methodologies for copper and fiber networks.
- ◆ Working knowledge of bridges, routers and switches.
- ◆ Working knowledge of voice, data, image and video networking technologies.
- ◆ Working knowledge of the practices and principles of public/business administration practices and decision-making.

- ◆ Working knowledge of strategic planning methods with an emphasis on services related to either database development and management or communication and network development.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of human resources management practices.

Skills/Abilities Required

- ◆ Advanced skills in the monitoring, analysis and problem solving areas for wide area networks, local area networks and communication systems for handling voice, data, image and video transmissions.
- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to successfully manage the operations and budget of a section.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to build consensus.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to coach employees on and to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Expert ability to use word processing and spreadsheet programs and other software applications as required for position.

Minimum Qualifications Required for Entry

Bachelor's degree in business, computer technology or a related field and 5 years experience in communications and network management, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ♦ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; occasional bending, stooping, crawling and climbing; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

Classification History

Created: July, 1999

Revised: June, 2002-- Supervisory duties added.

Revised: 1/1/09

Status: M2

FLSA: Exempt

Department Head Signature

Human Resources Signature

Date

Date